



## FOCUS ON CUSTOMERS AND PATIENTS, NOT PAPERWORK

### Complete integration with the Brightree Management System

20/20 Delivery® is a fully featured, easy-to-use mobile supply chain product for delivery and collection in the healthcare supplies distribution industry, which improves productivity, increases cash flow and shortens billing cycles while helping to improve your provision of customer service.

Providing unique capabilities for the operation and management of your Home Medical Equipment (HME), Durable Medical Equipment (DME), Orthotic & Prosthetic (O&P), sleep, pharmacy, or other

healthcare business, 20/20 Delivery provides complete, on-demand, anytime, anywhere access to your data.

## 20/20 Delivery™

### Technology Creates Value: A Partnership for Success

Brightree delivers an integrated suite of online Internet-based business management software solutions to Home Medical Equipment (HME) providers, Durable Medical Equipment (DME) providers, Orthotics & Prosthetics (O&P) practitioners, sleep labs, and pharmacies.

In 2009, Brightree's 1,000+ customers will use the company's solutions to file over 25 million insurance claims valued at over \$4.5 billion.

Brightree is the only business management software solution endorsed by Invacare Corporation as well as the 2,200+ VGM member service organization.

20/20 Delivery has been selected as the preferred electronic point-of-delivery solution of Brightree.

### Superior Results for Healthcare Distribution

20/20 Delivery dispatches electronic manifests to handheld computers, instantly connecting mobile workers to the Brightree ordering system for real-time data collection using wireless networks, as well as optional Global Positioning System (GPS) capabilities. Providing indisputable Proof-of-Delivery (POD), 20/20 Delivery - the preferred electronic point-of-delivery solution of Brightree - ensures accurate documentation of all equipment, supplies, and services delivered to and received from patients and customers while shortening the time between delivery and order confirmation for faster billing.

Complete POD data includes:

- Patient/customer electronic signature capture
- Time/date stamp
- Item identification (including recognition of serialized items, non-serialized items, lotted items and generic items)
- Transaction type (such as sales, rentals, exchanges)
- Order detail, such as quantity, unit charge amounts, and Healthcare Common Procedure Coding System (HCPCS) codes (item scan codes)
- Patient/customer contact information, such as patient ID and delivery address
- Patient/customer insurance name and policy number
- Patient/customer co-pay amounts



20/20 Delivery also provides printed delivery tickets and related documents, such as supplier standards, rental/sale agreements, and training/warranty information, while tracking exceptions (returns, shorts, overages), order status, and metrics like stops, breaks, drive times, fuel usage and more.

### Unrivalled Benefits

20/20 Delivery shortens days sales outstanding, eliminates paperwork and enables real time delivery tracking, yielding immediate competitive advantages and cost savings.



# Healthcare Distribution



## The 20/20 Delivery Advantage

In addition to complete POD data, 20/20 Delivery's comprehensive features include unique capabilities for healthcare:

- Asset tracking of medical equipment and supplies via barcode serial numbers and configurable data screens
- Configurability for compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- Patient/customer insurance data
- Co-pay collection flags

20/20 Delivery also allows you to configure workflows that will easily and quickly guide your delivery, service, and clinical staff through key tasks with manifests and work orders that guarantee consistency, while reducing training costs.

Configurable data collection screens feature check boxes, drop downs, and default values that allow you to easily modify field data collection processes to meet changing business practices and regulatory requirements, such as:

- Healthcare equipment maintenance, repair, and inspection logs for regulatory compliance
- Patient/customer education checklists
- Patient/customer healthcare insurance verification
- Vehicle safety inspections for

Department of Transportation (DOT) regulatory compliance

Extensive capabilities provide a complete mobile supply chain solution for the healthcare sector:

- Electronic manifest and work order management, including wireless dispatch of midday work orders and easy order transfer between devices while in the field
- Integrated barcode scanning and electronic signature capture of the patient/customer and employee to document POD, for the reduction of Days Sales Outstanding (DSO), write-offs, and data entry errors
- Complete tracking to monitor all product, service, and deployed assets, including vehicles and equipment, as well as goods/ services
- Tracking of non-service activities such as breaks, meals and fueling
- Tracking of all exceptions and unscheduled activities to improve billable services and reduce shrinkage and re-work
- Enhanced communication with the field workforce, including driver messaging through real-time communications and synchronization
- Easy integration with back-office systems
- Real-time system updates over wireless networks

- Up-to-the-minute work order status for customer service and/or direct access for patients/customers via Web interfaces
- Key performance analytics and metrics, including productivity, time management, mileage, operational compliance, safety inspection, and planned vs. actual activity
- Optional Global Positioning System (GPS) capability
- Payment tracking and customizable receipt printing

**20/20 Delivery is a feature-rich, easy-to-deploy and use product that provides you with all the tools and functionality you need to deliver outstanding customer service - so you can focus on your customers and patients, not your paperwork.**



**AirVersent is the global leader in providing visibility and control across the mobile supply chain. Specifically designed for use in a company's 'last mile' of operations, AirVersent's software products transform costly, error-prone, paper-based processes into a highly efficient automated workflow that improves cash flow, prevents loss of revenue and ensures service compliance.**



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